Part 8 - Library Service and Technology

If the exact data are not known for any item, please estimate data. Estimates are very important. Enter "0" if the correct entry for an item is zero or "none." Please enter "N/A" (Not Available) if you know a particular data item is not "0", but you don't know what it is and are unable to estimate it.

Questions relating to standards are in bold font

Interlibrary Loans

08-001   Provided to Other Libraries

Number of library materials lent by the reporting library to another library upon request. Materials loaned to a bookmobile by another bookmobile, bookmobile or central library of the same system are not counted. Photocopies sent by any means, but not returned, are not counted. Do not include Evergreen transfers, Evergreen transfers are reported elsewhere. (PLS)

08-002   Received from Other Libraries

Number of library materials borrowed by the reporting library from another library. Materials borrowed from a bookmobile by another bookmobile, bookmobile or central library of the same system are not counted. Photocopies received by any means, but not returned, are not counted.   Do not include Evergreen transfers, Evergreen transfers are reported elsewhere. (PLS)

Annual Local Library Service

08-003   # Children's Programs in Library (0-14 yrs)

Per 590 IAC 6-1-4(k)(10)(A) (PLS)

- This is the count of programs sponsored by the library and held at the library.
- Programs may:

- ▪ Introduce the group of children attending to any of the broad range of library services or activities for children or which directly provides information to participants.
- ▪ Cover use of the library, library services or library tours.
- ▪ Provide cultural, recreational or educational information, often designed to meet a specific social need.
- • Examples of these types of programs include
- o Story hours and
- o Summer reading events.
- o Count each program of a series as one program. For example, a 12 week story hour would be counted as 12 programs.
- o Include the count of summer reading programs.
- • EXCLUDE library activities for children delivered on a one-to-one basis, rather than to a group such as,
- o one-to-one literacy tutoring,
- o services to homebound,
- o homework assistance,
- o Dial-A-Story, and
- o Mentoring activities.

Count each program which is planned, marketed and advertised, whether anyone attends or not.

08-004   # Children's Programs Outside Library (0-14 yrs)(outreach)
Per 590 IAC 6-1-4(k)(10)(A) (PLS)

- o This is the count of programs for which the primary audience is children and which are sponsored and planned by the library or an authorized representative.
- o Count programs sponsored by the library but held at a location outside the library.
- o Count each program of a series as one program. For example, a 12 week story hour would be counted as 12 programs.
- o These may include:
- o Book talks at schools,
- o Informational programs about library services,

- o Story hours at county fairs, etc.
- o These must be programs planned with content and presented by library staff or volunteers authorized to do so.

Do not count informational or marketing events, such as

- o marching in a parade,
- o riding on a float,
- o having a table of print/video/digital information at a fair or
- o other such event.

Include the count of summer reading programs.

Count each program which is planned, marketed and advertised, whether anyone attends or not.

08-005   Total # of Children's Programs (0-14 yrs)

This is an automatically computed total (the addition of 08-003 and 08-004) of # of children's programs held in the library and outside the library. **Per 590 IAC 6-1-4(k)(10)(A)** (PLS)

08-006   # Young Adult Programs in Library (15-17 yrs)
Per 590 IAC 6-1-4(k)(9)(A) (PLS)

- o This is any planned event for which the primary audience is young adult (ages 12-18) and
- o which introduces the group of young adults attending to any of the broad range of library services or activities for young adults or which directly provides information to participants.
- o may cover use of the library, library services, or library tours
- o May-provide cultural, recreational, or educational information, often designed to meet a specific social need.
- o Examples of these types of programs include:
- o Book clubs and
- o Summer reading events.

Count all young adult programs, that are sponsored or co-sponsored by the library.

- If young adult programs are offered as a series, count each program in the series. For example, a book club offered every two weeks, 24 weeks a year, should be counted as 24 programs.
- EXCLUDE library activities for young adults delivered on a one-to-one basis, rather than to a group, such as
- one-to-one literacy tutoring,
- services to homebound,
- homework assistance, and
- mentoring activities.

Include the count of summer reading programs.

Count each program which is planned, advertised and marketed, whether anyone attends or not.

08-007   # Young Adult Programs Outside Library (15-17 yrs)(outreach)

Per 590 IAC 6-1-4(k)(9)(A) (PLS)

- This is any planned event, held outside the library,
- for which the primary audience is young adult and
- which introduces the group of young adults attending to any of the broad range of library services or activities for young adults or which directly provides information to participants.
- may cover use of the library, library services, or library tours.
- may provide cultural, recreational, or educational information, often designed to meet a specific social need.
- Examples of these types of programs include book clubs and summer reading events. .
- Count all young adult programs that are sponsored or co-sponsored by the library.
- If young adult programs are offered as a series, count each program in the series. For example, a book club offered every two weeks, 24 weeks a year, should be counted as 24 programs.
- EXCLUDE library activities for young adults delivered on a one-to-one basis, rather than to a group, such as

- one-to-one literacy tutoring,

- services to homebound,

- homework assistance, and

- mentoring activities

o Do not count informational or marketing events, such as

o marching in a parade,

o riding on a float,

o having a table of print/video/digital information at a fair or

o other such event.

Count summer reading programs.

Count each program which is planned, advertised and marketed, whether anyone attends or not.

08-008 Total # of Young Adult Programs

08-009 # Adult Programs in Library (18+ yrs)

Per 590 IAC 6-1-4(k)(8)(A)

o This is the count of all programs for which the primary audience is adults, ages 18+.

o A program:

o is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants.

o ~~Programs~~ may cover use of the library, library services, or library tours.

o may provide cultural, recreational, or educational information, often designed to meet a specific social need.

o Count each program separately, even if it is one of a series. For example, a film series offered once a week for eight weeks should be counted as eight programs

o Examples of these types of programs include

o film showings; lectures;

o story hours;

o literacy,

- o English as a second language,
- o citizenship classes; and
- o book discussions.

- • EXCLUDE library activities delivered on a one-to-one basis, rather than to a group, such as
- o one-to-one literacy tutoring,
- o services to homebound,
- o resume writing assistance,
- o homework assistance, and
- o mentoring activities.

Include the count of summer reading programs.

Count each program which is planned, advertised and marketed, whether anyone attends or not

08-010   # Adult Programs Outside Library (18+ yrs) (outreach)

Per 590 IAC 6-1-4(k)(8)(A)

- o This is the count of all programs for which the primary audience is adults, ages 18+, held outside the library.
- o Each program is counted separately, even though it may be one of a series. For example, a film series offered once a week for eight weeks should be counted as eight programs.
- o Programs may cover use of the library, library services, or library tours.
- o Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need.
- o Examples of these types of programs include
- o film showings; lectures;
- o story hours; literacy,
- o English as a second language,
- o citizenship classes; and
- o book discussions.

Include the count of summer reading programs.

- o Do not count informational or marketing events, such as
- o marching in a parade,
- o riding on a float,
- o having a table of print/vide/digital information at a fair or
- o other such event

Count each program which is planned, advertised and marketed, whether anyone attends or not

08-011   # General Programs in Library (All age groups)

- o This is the count of all programs for which the primary audience is people of all ages or "family programming"
- o A program is any planned event which
- o introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants.
- o may cover use of the library, library services, or library tours.
- o may provide cultural, recreational, or educational information, often designed to meet a specific social need.
- o Each program is counted separately, even though it may be one of a series. For example, a film series offered once a week for eight weeks should be counted as eight programs.
- o Examples of these types of programs include
- o film showings;
- o lectures;
- o story hours;
- o literacy,
- o English as a second language,
- o citizenship classes; and
- o book discussions.
- o EXCLUDE library activities delivered on a one-to-one basis, rather than to a group, such as

    o one-to-one literacy tutoring,

    o services to homebound,

    o resume writing assistance,

    o homework assistance, and

    o mentoring activities.

Include the count of summer reading programs.

Count each program which is planned, advertised and marketed, whether anyone attends or not

08-012 # General Programs Outside Library (All age Groups) (outreach)

    o This is the count of all programs for which the primary audience is people of all ages, or family programming", held at a location outside the library.

    o Include the count of summer reading programs.

    o Do not count informational or marketing events, such as

    o marching in a parade,

    o riding on a float,

    o having a table of print/video/digital information at a fair or

    o other such event

08-013   **Total # of Programs (Children, YA, Adult, General: in library & outreach)**

    o This is the total number of programs for children, young adults, adults, and general audiences, consisting of the addition of 08-005, 08-008, 08-009, 08-010, 08-011 and 08-012.

    o Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library.

    o This is an automatic total, computed within the annual report.

    o This total includes both in library and outreach programs.

    o Count each program which is planned, advertised and marketed, whether anyone attends or not

Per 590 IAC 6-1-4(k)(11), CURRENT STANDARDS.

- o 5 programs for every 1,000 people served per year with a minimum of 12 programs per year (Basic).
- o 10 library programs for every 1,000 people served per year, with a minimum of 12 library programs per year (Enhanced).
- o 15 library programs for every 1,000 people served per year, with a minimum of 12 library programs per year regardless of population served (Exemplary)

08-014 # of Non-Library Sponsored Programs/meetings/events

This is the count of programs/meetings/events which are held in the library but are sponsored by outside groups. This question will help to show the total use of the library building by community groups.

08-015 How many weeks of a Summer Reading Program for Children did your library offer at each fixed location?
Per 590 IAC 6-1-4(k)(10)(D), the Summer Reading Program should be 6 weeks.

Attendance

08-017 Children's Program Attendance in library

This is the count of the audience at all programs held in the library for which the primary audience is children and includes adults who attend the program. Attendance at each program is counted separately, even though it may be one of a series. (PLS)

08-018 Children's Program Attendance Outside library (outreach)

This is the count of the audience at all programs held outside the library for which the primary audience is children and includes adults who attend the program. Attendance at each program is counted separately, even though it may be one of a series. (PLS)

08-019 Total Children's Program Attendance

This is the total count of all attendees of children's programs. It is an automatic total, computed within the annual report, including 08-017 and 08-018. (PLS)

08-020   Young Adult Program Attendance in library

The count of the audience at all programs for which the primary audience is young adults 12 through 18 years and includes 18 year olds. Include adults who attend programs intended primarily for young adults. Please count all patrons that attend the young adult program regardless of age. (PLS)

08-021   Young Adult Program Attendance Outside library (outreach)

The count of the audience at all programs held outside the library for which the primary audience is young adults 12 through 18 years and includes 18 year olds. Include adults who attend programs intended primarily for young adults. Attendance at each program is counted separately, even though it may be one of a series.   Please count all patrons that attend the young adult program regardless of age. Attendance at each program is counted separately, even though it may be one of a series. (PLS)

08-022   Total of Young Adult Program Attendance

The total is an automatic computation within the program, the addition of 08-020 and 08-021. *NEW*

08-023   Adult Program Attendance in library (18+)

This is the count of the audience at all programs held in the library for which the primary audience is adults (18+). All other attendees should be counted. Attendance at each program is counted separately, even though it may be one of a series.

08-024   Adult Program Attendance Outside library (outreach) (18+)

This is the count of the audience at all programs held outside the library for which the primary audience is adults (18+). All other attendees should be counted. Attendance at each program is counted separately, even though it may be one of a series.

08-025   General Program Attendance in library (All age groups)

This is the count of the audience at all programs held in the library for which there is no target audience by age. All attendees should be counted. Attendance at each program is counted separately, even though it may be one of a series.

08-026   General Program Attendance Outside library (outreach) (All age groups)
This is the count of the audience at all programs held outside the library for which there is no target audience by age. All attendees should be counted. Attendance at each program is counted separately, even though it may be one of a series.

08-027   Total Program Attendance
This is the total attendance at programs for children, young adult, adults, and general audiences. This is an automatic total, computed within the annual report, by the addition of 08-019, 08-022, 08-023, 08-024, 08-025 and 08-026. This total includes the attendance at in library and outreach programs. (PLS)

08-028   Total Non-Library Sponsored Programs/meetings/events Attendance
This is the total attendance at programs/meetings/events which are held in the library but are sponsored by outside groups. This question will help to show the total use of the library building by community groups.

08-029   Total Visits in Library Per Year (If you don't have annual figure, multiply a typical week count by 52)
Report the total number of persons entering the library in a year (you may use a typical week count (see below)), including persons attending activities, meetings, and those persons requiring no staff services. Include all people entering for any reason, even entering and leaving multiple times within one day.   Be sure to include numbers from bookmobile(es) and bookmobile(es). You may use a typical week count, then multiply by 52. (PLS)

Typical Week - A typical week is defined as a time that is neither unusually busy nor unusually slow. Holiday times, vacation periods for key staff, or days when unusual

events are taking place in the community or library should be avoided. A week in which the library is open its regular hours is chosen. Seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open in a seven day period) are chosen.

08-030 **Total Reference Transactions Per year (If you don't have annual figure, multiply a typical week count by 52)**

May use typical week count (see below), then multiply by 52.

Report the total reference questions in a year including questions received from other libraries. A reference question requires knowledge or interpretation by the library staff of the library or its materials. It includes information and referral services. The request may come in person, by phone, by fax, mail, or by electronic mail. You should not report directional questions, queries about library policies or library services, activities, or the use of library equipment as reference questions. Be sure to include numbers from bookmobile(es) and bookmobile(es). You may use a typical week count, then multiply by 52.

Reference Transactions - A reference transaction requires knowledge, use recommendations, instruction in the use of one or more information sources by a member of the library staff or interpretation by library staff of the library or its materials. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogs, and other holdings records, and through communication or referral, other libraries and institutions and people inside and outside the library. A request may come in person, by phone, by FAX, mail, electronic mail, or through live or networked electronic reference service from an adult, a young adult or a child. **Per 590 IAC 6-1-4(k)(8)(A); (9)(A); (10)(A)** (PLS)

Directional questions, queries about library policies or library services, activities, or the use of library equipment are NOT considered reference transactions and are excluded.

Examples of directional questions include: where are the 800s, where is the bathroom, is your director available, are you open until 9:00 pm tonight.

Typical Week - A typical week is defined as a time that is neither unusually busy nor unusually slow. Holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or library should be avoided. A week in which the library is open its regular hours is chosen. Seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open in a seven day period) are chosen.

<div align="center">Electronic Services</div>

08-031   **# of State Licensed Databases (INSPIRE databases)**

(Cooperative agreements) (source of access) (state government or state library (Indiana State Library will complete) (PLS)

08-032   **# of Local/Other Licensed Databases** (Not INSPIRE) (Report ebooks, downloadable audio and downloadable video in Part 9.)

Report the number of licensed databases (include locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired through payment by the library (local), or a cooperative agreement within the state or region (other), whether purchased, leased, licensed, or donated as gifts. (PLS)

A database is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, texts) with a common user interface and software for the retrieval and manipulation of the data. NOTE: The data or records are usually collected with a particular intent and relate to a defined topic. A database may be issued on CD-ROM, diskette, or other direct access method, or as a computer file accessed via dial-up methods or via the Internet. Report subscriptions to individual electronic serial titles.

Each database is counted individually even if access to several databases is supported through the same vendor interface.

Do NOT include INSPIRE.

If the database consists of ebooks, downloadable video or downloadable audio, DO NOT report count here, report in 9-017, 9-013 or 9-015, instead.

08-033   Total Licensed Databases

This is the automatically generated sum of 08-030 (supplied by the Indiana State Library) and 08-031 (PLS)

Database Usage Measure

08-034   # of Searches of Databases to which the Library subscribes. (Do not include INSPIRE searches).

This is the number your vendor supplies for the databases to which your library subscribes. Request COUNTER COMPLIANT statistics from your vendor. Do NOT include statistics of usage of library process databases (including cataloging, acquisitions, etc.)

08-035   # of Sessions of Databases to which the Library subscribes (Do not include INSPIRE searches).

This is the number your vendor supplies for the databases to which You Subscribe. Request COUNTER COMPLIANT statistics from your vendor. Do NOT include statistics of usage of library process databases (including cataloging, acquisitions, etc.)

08-036   Name(s) of Public Use/Commercial Databases to which the Library subscribes

List the names of all public use databases to which the library subscribes. Use the official name as published by the vendor. Do NOT include library process databases, like Follett Circulation Plus, ContentDM, B&T Title Source (unless it is available for the public to use). These are only the databases, the purchase of which would count towards the collection development standard.

08-037   Subject(s) of Public Use Databases which the Library Both Developed and Owns (NO LICENSE PURCHASED)

List ONLY the subjects of public use databases produced and owned by the library. Do NOT include commercial databases, available by subscription. Do NOT include library process databases.

Public Computer Usage

08-038   Uses of Public Internet Computers per Year (If you don't have annual figure, multiply a typical week count by 52)

Report the total number of uses (sessions) of the library's Internet computers in the library in the last year. (PLS)

- If the computer is used for multiple purposes (Internet access, word-processing, OPAC, CD-ROM reference resources, games, etc.) and Internet users cannot be isolated, report all usage.
- Count each customer that uses the electronic resources, regardless of the amount of time spent on the computer. A customer who uses the Internet computer three times a week would count as three users.
- Be sure to include numbers from branch(es) and bookmobile(s).
- You may use a typical week count (see below), then multiply by 52.
- Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions).. Formerly known as "Users of Public Internet Computers Per Year".
- Reminder: This count includes only the library's Internet computers. Do not include wifi access using non-library computers.

Typical Week - A typical week is defined as a time that is neither unusually busy nor unusually slow. Holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or library should be avoided. A week in which the library is open its regular hours is chosen. Seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open in a seven day period) are chosen.

08-039   # of Users of Wireless Internet Connections in Building (or Outside) per Year

Report the total number of individuals that have used the wireless connection to access the library's Internet site in the last year.

• Count each customer that uses the electronic resources, regardless of the amount of time spent on the computer.

• Count laptops supplied by the customer and checked out by the library.

• Include e-readers, smartphones, blackberries, any device which downloads from the internet

• A customer who accesses the wireless connection three times a week would count as three users.

• Be sure to include numbers from branch(es) and bookmobile(s).

• You may use a typical week count (see below), then multiply by 52.

• Web-log tracking software may provide a reliable count of users.

Typical Week - A typical week is defined as a time that is neither unusually busy nor unusually slow. Holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or library should be avoided. A week in which the library is open its regular hours is chosen. Seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open in a seven day period) are chosen.

Internet Usage Measures
(please supply whatever count is available or answer not applicable).
Providing only one count is acceptable.

08-040   Total # of Page Views on All Web Pages in the Library's Domain
Supply whatever count is available. Some libraries receive counts of pages viewed on web pages in domain and hits on home page and hits on public access catalog from their ISP (Internet Service Provider), some may receive only one or two of the requested measures.

08-041   or   Total # of Page Views on the Library's Home Page AND/OR

Supply whatever count is available. Some libraries receive counts of pages viewed on web pages in domain and hits on home page and hits on public access catalog from their ISP (Internet Service Provider), some may receive only one or two of the requested measures. *NEW*

08-042   or   Total # of Hits or Page Views on the Library's Public Access Catalog
Supply whatever count is available. Some libraries receive counts of pages viewed on web pages in domain and hits on home page and hits on public access catalog from their ISP (Internet Service Provider), some may receive only one or two of the requested measures. *NEW*

08-043   Number Computer Terminals System-wide Used by General Public, Connected to Internet and a Printer (Count only physical, DO NOT add in 10 per wireless hub).
Count only computers used by general public and connected to the Internet (count all Gates computers in this category, even if set to child's profile), at central library, branch(es) and bookmobiles. Count only physical computers. **Per 590 IAC 6-1-4 (k)(15)   Basic / Enhanced / Exceptional,** standards require 1 public access computer connected to the Internet per 2,000 population served, with a minimum of 2 computers. (PLS)

08-044   Number of Scanners for the General Public System-wide
Count only scanners available to the general public at central library, branch(es) and bookmobile(s).

08-045   Number of Computer Terminals used by Staff with office software and operating system, connected to the Internet System and a printer.
Per 590 IAC 6-1-4(k)(15). Count all computers used by staff with office software and connected to the Internet at central library, branch(es) and bookmobile(s).

08-046   Does Your Library Have Voice Over IP?

Response is only "yes" or "no".

Library System Bookkeeping and Circulation

08-047   Does Your Library Have an Automated Bookkeeping System?

Response is only "yes" or "no".

08-048   Name of Bookkeeping System

Please indicate the full, official name of the bookkeeping system. State Board of Accounts does not approve the system, just the forms generated by the system. NOTE - If you have signed a contract for a new system to replace an old one within the last year, please provide the name of the new system and indicate estimated installation date.

If you have issued an RFP within the last year, please send a copy to the Library Development Office to share with other libraries.

08-049   Name of Integrated Library System

Per 590 IAC 6-1-4(k)(13). List the name of the integrated library system or "N/A" if your library is not automated.

08-050   Is the Library Catalog Available Online?

Answer "Yes" or "No"